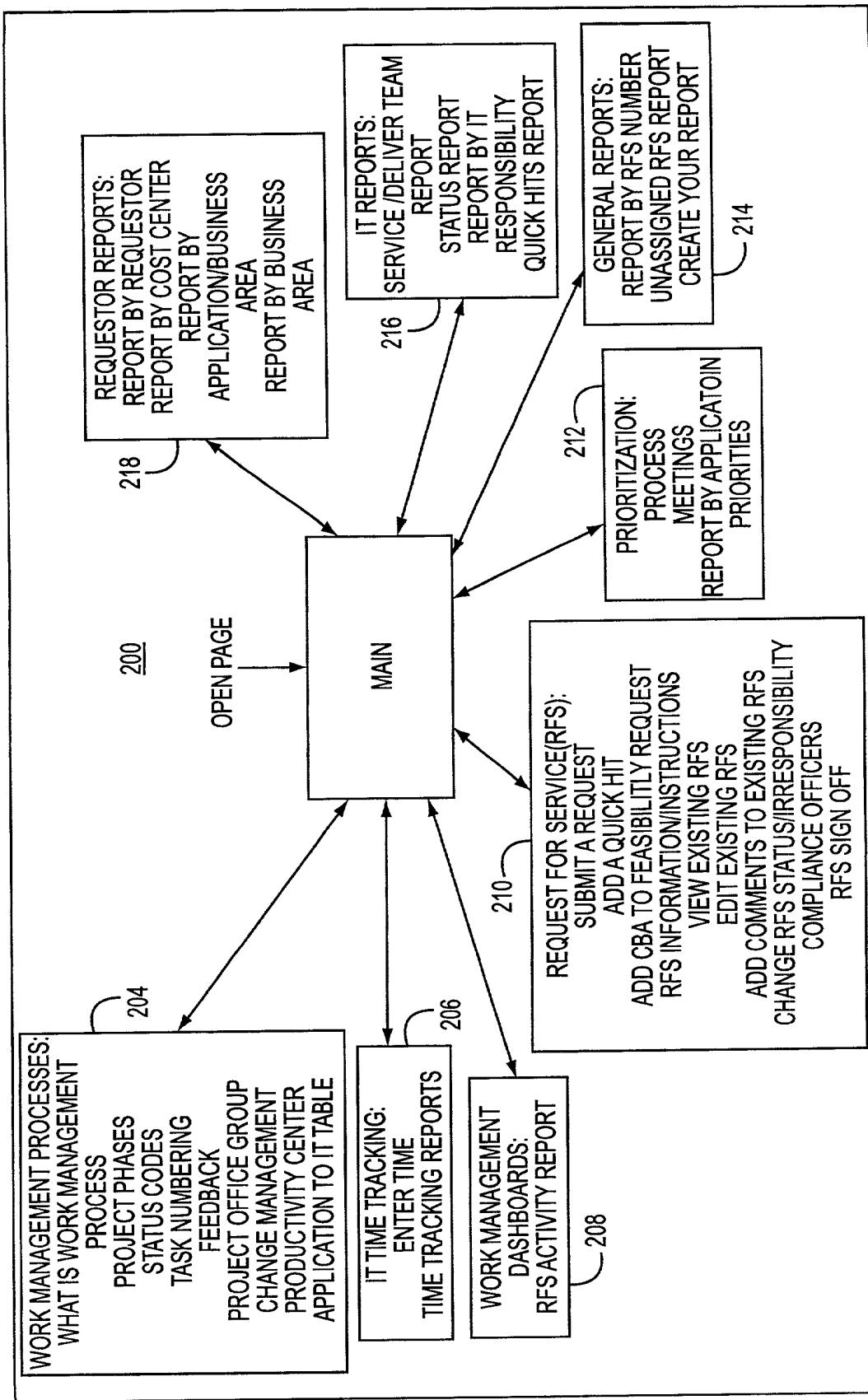
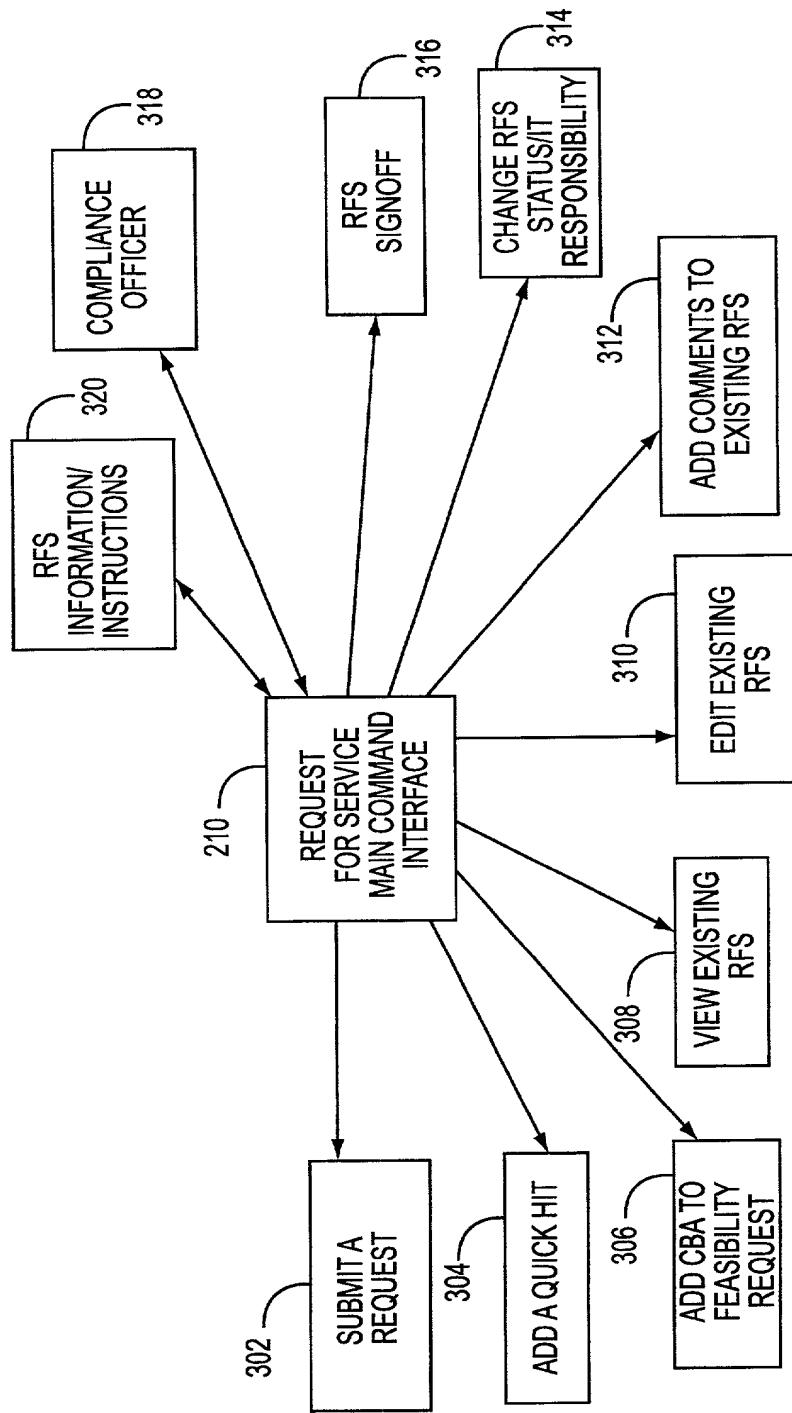


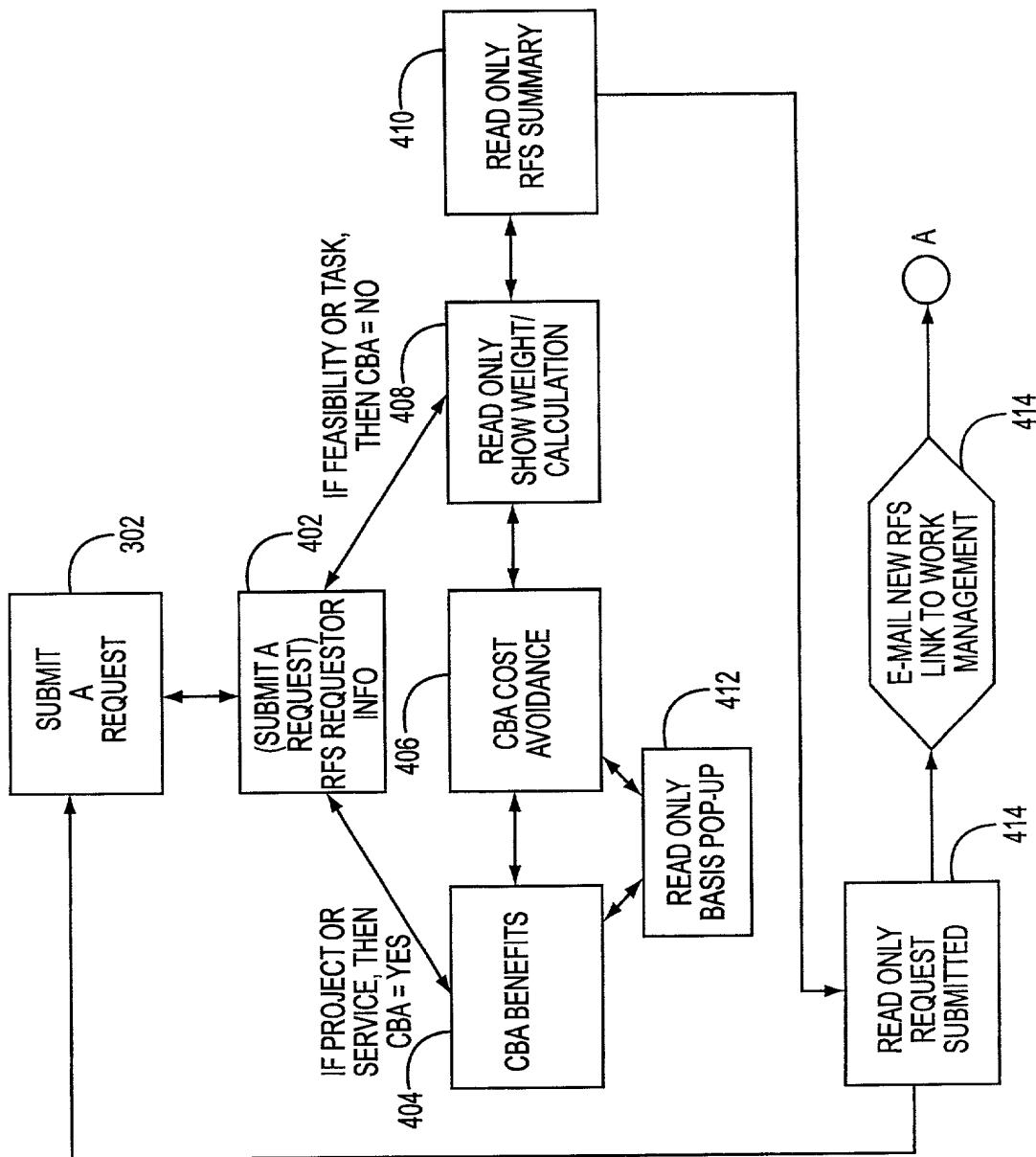
FIG. 1



**FIG. 2**

**FIG. 3**





**FIG. 4A**

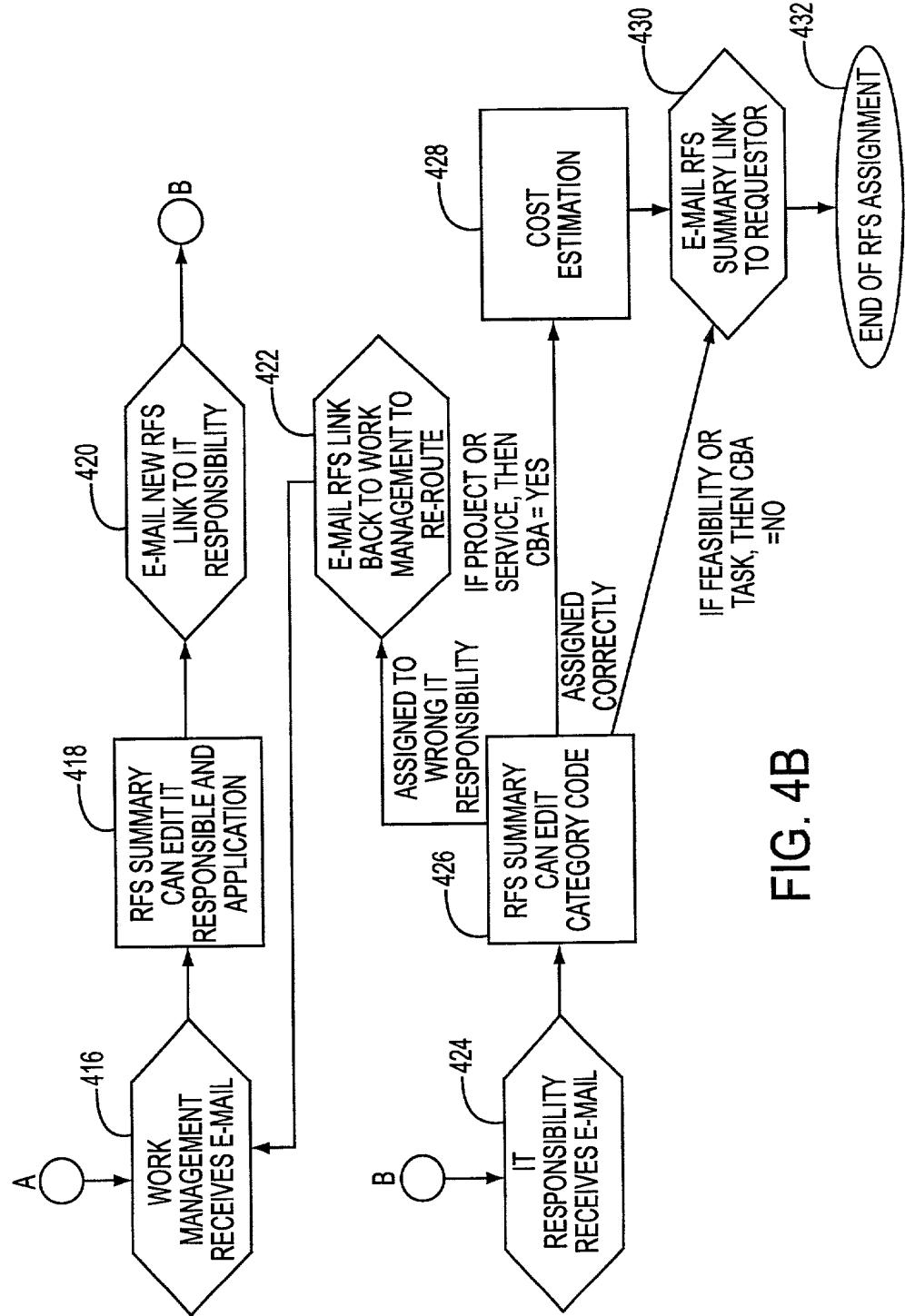


FIG. 4B

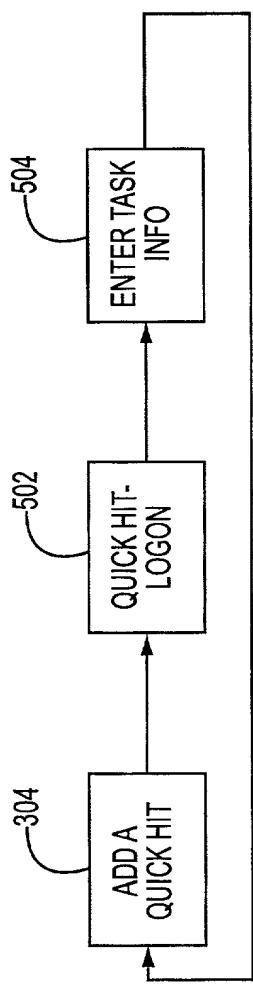
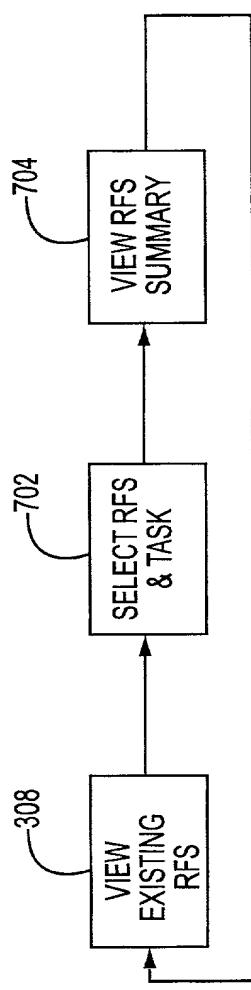
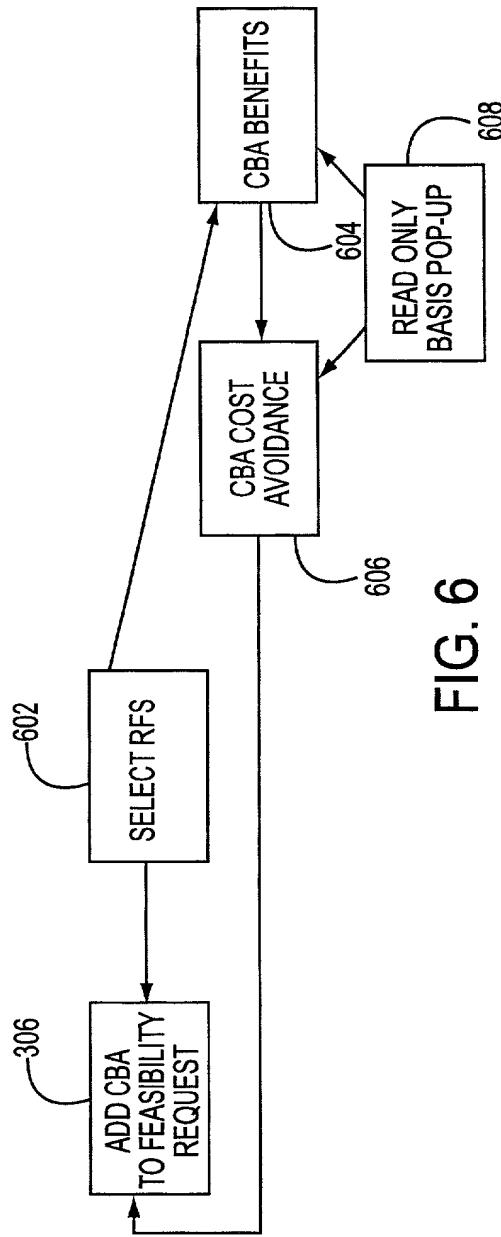
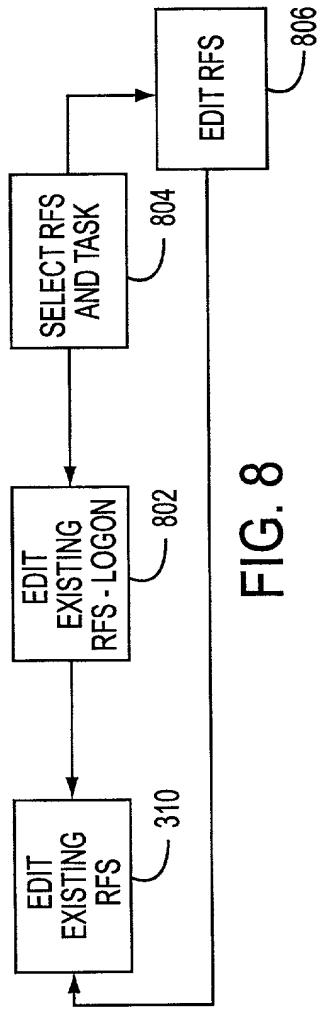
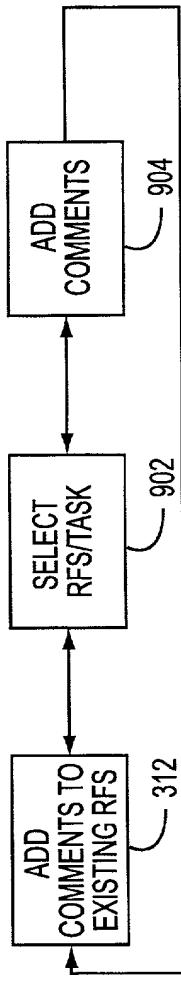


FIG. 5

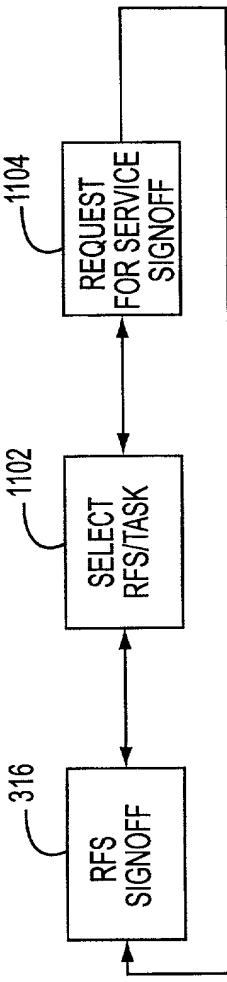




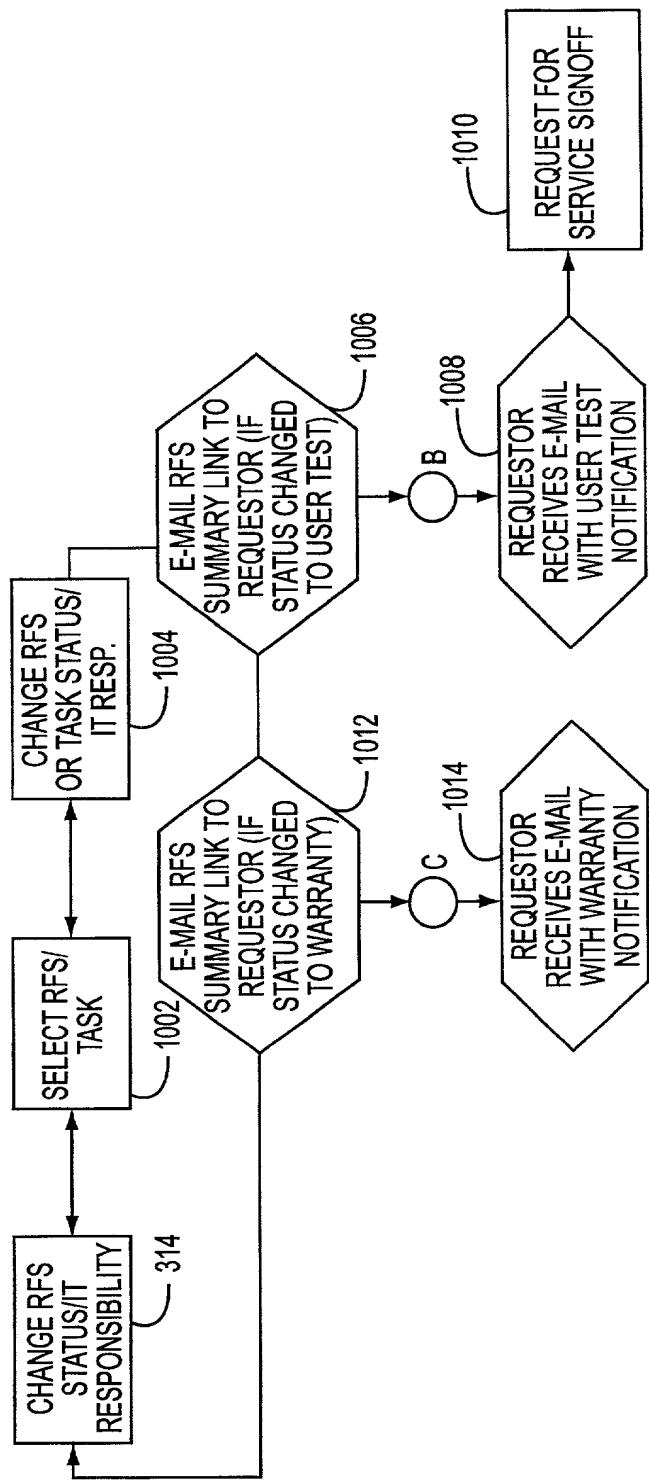
**FIG. 8**



**FIG. 9**



**FIG. 11**



**FIG. 10**

**Request for Service**

RFS #

TASK #

**Items to be completed by REQUESTOR:**

Bus. Cost Center	Requestor	Phone #
------------------	-----------	---------

Site Code	Req. Department	Fax #
-----------	-----------------	-------

Business Critical Date	Reason
------------------------	--------

Request Type:	Feasibility	Project	Service	Express Lane
---------------	-------------	---------	---------	--------------

Short Description	Task	Code Move	New Product
-------------------	------	-----------	-------------

**Describe the requirements for this request:**

Application Name	Attachments to be Forwarded
------------------	-----------------------------

**At a strategic level, explain what this request is intended to accomplish for the business:**

Request Category:	DV	PC	EN	X	MM	SE	MC	TC
-------------------	----	----	----	---	----	----	----	----

AR IR

**Total Cost Estimate**      **Total Benefit Estimate**

Amount	\$0	Amount	\$0
--------	-----	--------	-----

Request Weight

0

**Approval - Department Manager**

Manager	Date
---------	------

**Items to be completed by IT WORK MANAGEMENT**

Date Received	Short Name	Application Code
---------------	------------	------------------

Team	IT Responsibility	Extension	Cost Center
------	-------------------	-----------	-------------

**FIG. 12**

Requestor Name (Last)	<input type="text"/>	(First)	<input type="text"/>
Dial Com Phone	<input type="text"/>	Dial Com Fax	<input type="text"/>
	i.e. ####-####		i.e. ####-####
Business Cost Center	<input type="text"/>	Requestor's email	<input type="text"/>
Site	<input type="text"/>	(i.e. john.smith@gecapital.com)	
Business Critical Date	<input type="text"/> ▶ <input type="text"/> ▶ <input type="text"/> ▶ <input type="text"/>	Reason	<input type="text"/>
Short Description	<input type="text"/>		
Add task to existing RFS	<input type="checkbox"/>	RFS Number	<input type="text"/> ▶ <input type="text"/>
Describe the requirements of this request			
Application Name	<input type="text"/>	Attachment	<input type="checkbox"/>
Request Type	<input type="text"/>	E-Request	<input type="checkbox"/>
At a strategic level, explain what this request is accomplishing for the business			

FIG. 13A

<input type="text"/> <input type="text"/>	<input type="checkbox"/> Attachment <input type="checkbox"/> E-Request	<p><b>At a strategic level, explain what this request is accomplishing for the business</b></p> <div style="border: 1px solid black; height: 100px; margin-bottom: 10px;"></div> <div style="border: 1px solid black; height: 100px; margin-bottom: 10px;"></div> <div style="border: 1px solid black; height: 100px; margin-bottom: 10px;"></div>
		<p>Strategic Alignment</p> <div style="border: 1px solid black; width: 100px; height: 10px; margin-bottom: 5px;"></div> <p>Compliance Factor</p> <div style="border: 1px solid black; width: 100px; height: 10px; margin-bottom: 5px;"></div> <p>Compliance Comments</p> <div style="border: 1px solid black; height: 100px; margin-bottom: 10px;"></div>
<small>(If known, please indicate)</small>		
<input type="text"/> <input type="text"/>	<input type="text"/>	<p>IT Responsibility</p> <p>Approving Manager's Name</p> <p>Email</p> <p>(e.g. john.smith@bjecapital.com)</p>
<input type="button" value="Back"/> <input type="button" value="Reset"/> <input type="button" value="Next"/>		

**FIG. 13B**

### **VIEW RFS SUMMARY -**

<b>?</b>	
<b>RFS Number</b>	: 60819600
<b>Date Received</b>	: 12/28/00 11:05:20 AM
<b>First Name</b>	: wanda
<b>Phone #</b>	: 081 - Request Fulfillment
<b>Business CC</b>	: Lynchburg
<b>Site Code</b>	
<b>Critical Date</b>	
<b>Request Type</b>	: Quick Hit
<b>Request Category</b>	: Other
<b>Compliance Factor</b>	
<b>Approving Manager</b>	: WORK MANAGEMENT
<b>Application Name</b>	: WANDA MACGREGOR
<b>IT Responsibility</b>	: WANDA MACGREGOR
<b>Project Description (Short)</b>	: testing
<b>Strategic Explanation</b>	
<b>Task Number</b>	: 1016
<b>Last Name</b>	: macgregor
<b>Fax #</b>	
<b>E-Mail ID</b>	: wanda.macgregor@gecapital.com
<b>Reason</b>	
<b>Status</b>	: Received
<b>Strategic Alignment</b>	
<b>Compliance Officer</b>	
<b>Manager's E-Mail ID</b>	
<b>Application Priority</b>	

**FIG. 14**

<input type="button" value="Back"/> <input type="button" value="?"/> <input type="button" value="Request for Service"/> <input type="button" value="Feed Back"/>	
<p><b>Items to be completed by the Requestor :</b></p> <p>This Form is automatically submitted</p>	
Requestor Name (Last)	(First) <input type="text"/>
Dial Com Phone	Dial Com Fax <input type="text"/>
i.e. #### - ##### i.e. #### - #####	
Requestor's email	<input type="text"/> <input type="button" value="▶"/>
RFS Number	<input type="text"/> <input type="button" value="▶"/>
Business Critical Date	(mm / dd / yyyy) <input type="text"/> <input type="button" value="▶"/> <input type="text"/> <input type="button" value="▶"/> <input type="text"/> <input type="button" value="▶"/>
Short Description	<input type="text"/>
Describe the requirements of this request <input type="text"/>	

**FIG. 15**

**FIG. 16**

<input type="button" value="Back"/>	<input type="button" value="?"/>
<b>Net Income Benefits</b> (Enter ONLY numeric values in the 1st Year without commas or decimals.) (If Other is checked then Basis Points have to be entered.) (The text boxes under 1st Year are EDITABLE.)	
Increased Revenues	
<input type="checkbox"/> Variable Annuity	\$ <input type="text"/>
<input type="checkbox"/> Variable Life-Single Premium	\$ <input type="text"/>
<input type="checkbox"/> Variable Life-Annual Premium	\$ <input type="text"/>
<input type="checkbox"/> Fixed Annuity	\$ <input type="text"/>
<input type="checkbox"/> GIC	\$ <input type="text"/>
<input type="checkbox"/> Term	\$ <input type="text"/>
<input type="checkbox"/> Universal Life	\$ <input type="text"/>
<input type="checkbox"/> Retirement Annuity	\$ <input type="text"/>
<input type="checkbox"/> Structured Annuity	\$ <input type="text"/>
<input type="checkbox"/> Other (Please Specify Below)	\$ <input type="text"/>
Total Impact on Net Income Due to Revenue	
<input type="checkbox"/> Cost Reduction	\$ <input type="text"/>
Total Net Income Benefit	
First Year Impact on Net Income	
\$ <input type="text"/>	

**FIG. 17**

VIEW RFS SUMMARY -			
RFS Number	: 61100001	Last Name	: Mohlankamp
First Name	: Anne-Patrick	Fax #	: 888-0000
Phone #	: 888-2917	E-Mail ID	: joytaylor3@gecapital.com
Business CC	: 000 - CSIG Admin Group	Reason	: Mod to the CPG4 screen
Site Code	: Richmond	Strategic Alignment :	
Critical Date	: 12/29/00	Compliance Officer :	
Request Type		Manager's E-Mail ID :	
Request Category		Mod to the CPG4 screen	
Compliance Factor			
Approving Manager			
Application Name	: DISTRIBUTION SUPPORT		
IT Responsibility			
Project Description (Short)			
Strategic Explanation			
Project Requirements			
Modification to the CPG4 screen to display a + r - sign,			
Compliance Comments			

Edit RFS -	
<p>The fields in blue are editable and optional.          The fields in red are editable and mandatory.</p>	
RFS #	: 6110001
First Name	: Anne-Patrick
Site Code	: Richmond
Application Name	: DISTRIBUTION SUPPORT
Compliance Factor	: IT Responsibility
Business CC	: 000 - CSIG Admin Group
Phone #	: 888-2917
Requestor EMail	: joy.taylor3@gecapital.com
Critical Date (mm-dd-yyyy)	: 12 □ 29 □ 2000 □ Reason
Strategic Alignment	: □ □ □ □ □ □
Approving Manager	: Manager's E-Mail ID
<input type="button" value="Mod to the CPG4 screen"/>	
Project Description (Short)	
<p>Strategic Explanation</p> <div style="border: 1px solid black; height: 100px; width: 100%;"></div>	

**FIG. 18**

**FIG. 19**

The comments for the requested RFS# and Task# :

?

Back    Reset    Submit

FIG. 20

Change Status / IT Responsibility			
RFS # : 62650001	Task # : 0000	Change Status To	Received
Current Status	: Received	Change IT Responsible Person To	JOY TAYLOR
Current IT Responsible Person	: JOY TAYLOR		
<input type="button" value="Back"/> <input type="button" value="Reset"/> <input type="button" value="Submit"/>			

?

RFS#	Task#
<input type="text"/>	<input type="text"/>

Select a RFS# and Task# :

---

FIG. 21

GE Financial Assurance		Request for Service - Sign Off	?															
RFNumber :62650001	TaskNumber :0000																	
Short Description : [A]																		
<b>PART 1 - To be completed by DEVELOPER</b>																		
1. Programs written or changed		2. Output reports produced or changed																
<input type="checkbox"/> Mainframe	<input type="checkbox"/> Lan																	
Comments:																		
<p><b>1a. Operational Changes</b></p> <table> <tbody> <tr> <td>JCL Change</td> <td>No <input type="checkbox"/></td> <td>Date <input type="checkbox"/></td> </tr> <tr> <td>New Job</td> <td>No <input type="checkbox"/></td> <td>Date <input type="checkbox"/></td> </tr> <tr> <td>PROC Change</td> <td>No <input type="checkbox"/></td> <td>Date <input type="checkbox"/></td> </tr> <tr> <td>PARM Change</td> <td>No <input type="checkbox"/></td> <td>Date <input type="checkbox"/></td> </tr> <tr> <td>Laser Form Change</td> <td>No <input type="checkbox"/></td> <td>Date <input type="checkbox"/></td> </tr> </tbody> </table>				JCL Change	No <input type="checkbox"/>	Date <input type="checkbox"/>	New Job	No <input type="checkbox"/>	Date <input type="checkbox"/>	PROC Change	No <input type="checkbox"/>	Date <input type="checkbox"/>	PARM Change	No <input type="checkbox"/>	Date <input type="checkbox"/>	Laser Form Change	No <input type="checkbox"/>	Date <input type="checkbox"/>
JCL Change	No <input type="checkbox"/>	Date <input type="checkbox"/>																
New Job	No <input type="checkbox"/>	Date <input type="checkbox"/>																
PROC Change	No <input type="checkbox"/>	Date <input type="checkbox"/>																
PARM Change	No <input type="checkbox"/>	Date <input type="checkbox"/>																
Laser Form Change	No <input type="checkbox"/>	Date <input type="checkbox"/>																
<p><b>3. IT Test</b></p> <table> <tbody> <tr> <td>Unit test verified by user</td> <td>N/A <input type="checkbox"/></td> <td>Date <input type="checkbox"/></td> </tr> <tr> <td></td> <td>N/A <input type="checkbox"/></td> <td>Date <input type="checkbox"/></td> </tr> <tr> <td></td> <td>N/A <input type="checkbox"/></td> <td>Date <input type="checkbox"/></td> </tr> </tbody> </table>				Unit test verified by user	N/A <input type="checkbox"/>	Date <input type="checkbox"/>		N/A <input type="checkbox"/>	Date <input type="checkbox"/>		N/A <input type="checkbox"/>	Date <input type="checkbox"/>						
Unit test verified by user	N/A <input type="checkbox"/>	Date <input type="checkbox"/>																
	N/A <input type="checkbox"/>	Date <input type="checkbox"/>																
	N/A <input type="checkbox"/>	Date <input type="checkbox"/>																

**FIG. 22A**

Q Fix Installation	<input style="width: 50px; height: 20px;" type="button" value="N/A"/>	Date : <input type="text"/> <input type="button" value="&lt;"/> <input type="button" value="&gt;"/> <input type="button" value="&lt;&lt;"/> <input type="button" value="&gt;&gt;"/>
<b>4. Documentation Status</b>		
<input checked="" type="radio"/> Complete <input type="radio"/> Will be Completed by <input type="text"/> <input type="button" value="&lt;"/> <input type="button" value="&gt;"/> <input type="button" value="&lt;&lt;"/> <input type="button" value="&gt;&gt;"/>		
5. Developer Signature : <input type="text"/> Extension : <input type="text"/> Date : <input type="text"/> 1/9/01		
<b>PART II - To be completed by REQUESTOR</b> Testing has been completed satisfactorily and this can now be moved into Production. Comments : <input type="text"/>		
<b>PART III - To be completed by IT Change Management</b> Move to Production. Signature : <input type="text"/> Customer Signature : <input type="text"/> Extension : <input type="text"/> Date : <input type="text"/> 1/9/01 (Once you sign here, the status of RFS/Task will be changed to 'Pending Production Implementation')		
<b>PART III - To be completed by IT Change Management</b> Move to Production. Signature : <input type="text"/> Date : <input type="text"/> 1/9/01 <input type="button" value="Back"/> <input type="button" value="Reset"/> <input type="button" value="Submit"/>		

**FIG. 22B**

RFS#	Task#	Department	Description	Request Type	Application Code	Requestor	Date Received	Cost	Benefit	Weight	Compliance	IT Responsibility	Status	Date	Comments	Link
50480001	1000	Information Technology	List NGO and MFU	Quick Hit	PEGA	Taylor,Joy	10/12/00 AM	0	0	99	None	JOY TAYLOR	Assigned	11/29/00 5:12:20 PM	Comments	
50480001	6000	Information Technology	test	---	WKMG	Taylor,Joy	11/28/00 2:06:24 PM	0	0	0	---	---	Received	11/28/00 2:06:24 PM	Comments	

To Hide columns, point to field names and click mouse.

FIG. 23

RFS				Task			
RFS#	Description	Requestor	Responsible Person	Task #	Description	Responsible Person	Status
00040001	CONVERT LTC ILLUSTRATION	NEWMAN, BRUCE	RWP	RC	N/A N/A		
50759600	SALES ILLUSTRATIONS SUPPORT	BNM2	RC	N/A N/A			
52800711	3 NSCC VAR ANN PROC PHI	SHONK, CAROLYN	KMM2	AC	1002 PRICING	BNM2 CP	
					1005 5 NSCC PRICES FILE	BNM2 CN	
52800766	5 ADD DVFS VALSUPERF SYS	MOLNAR, MAGGIE	BNM2	AC	N/A N/A		
52800773	5 DVFS ALLOW USER MAINT	MOLNAR, MAGGIE	BNM2	HD	N/A		
54501048	4 CONTACT MNGMT MODS-FS	WEIR, TOM	BNM2	HD	N/A N/A		
55702544	31PS CVL+CVLFLEX INT>12%	POLLOCK, TAMMY	BNM2	HD	N/A N/A		
55702551	0 PROD COMMONWTH XTRA 99	COLEMAN, SUSAN	KMM2	HD	1003 3 PROD XTRACRED-FUND PERF	BNM2 CP	
55702636	3 PROD COMVA 99 NY 1 YR DB	SHAHINIAN, C	SLC	AC	1003 3 PROD COMVA 99-FUND PERF	BNM2 CN	

FIG. 24

**FIG. 25**

**Create your own report**

Select the fields that you want to get included in the report:

<input checked="" type="checkbox"/> RFS #	<input checked="" type="checkbox"/> Task #	<input type="checkbox"/> Description	<input type="checkbox"/> Requestor Name
<input checked="" type="checkbox"/> Department	<input checked="" type="checkbox"/> Request Type	<input checked="" type="checkbox"/> Request Category	<input checked="" type="checkbox"/> Application Code
<input checked="" type="checkbox"/> Date Received	<input checked="" type="checkbox"/> Cost	<input checked="" type="checkbox"/> Benefit	<input checked="" type="checkbox"/> Weight
<input checked="" type="checkbox"/> Compliance	<input checked="" type="checkbox"/> IT Responsibility	<input type="checkbox"/> Status	<input type="checkbox"/> Status Date
		<input type="checkbox"/> Comments	

For each field selected, you can choose the criteria for inclusion:

- Department: All [▼]
- Request Type: All [▼]
- Request Category: All [▼]
- Application Code:
  - Equal To: [▼] [▼] [▼] [▼] [▼]
  - Greater Than: [▼]
  - Equal To: [▼]
- Date Received: [▼] [▼] [▼] [▼] [▼]
- Cost: [▼] [▼]
- Benefit: [▼]
- Weight: None [▼]

Sort By:	RFS No Task No Department	◀ ▶	Ascending ▼
Number of Records :			
<input checked="" type="radio"/> All			
<input type="radio"/> No. of Records :			
<input type="button" value="Generate Report"/>			
<input type="button" value="Home"/>			

FIG. 26

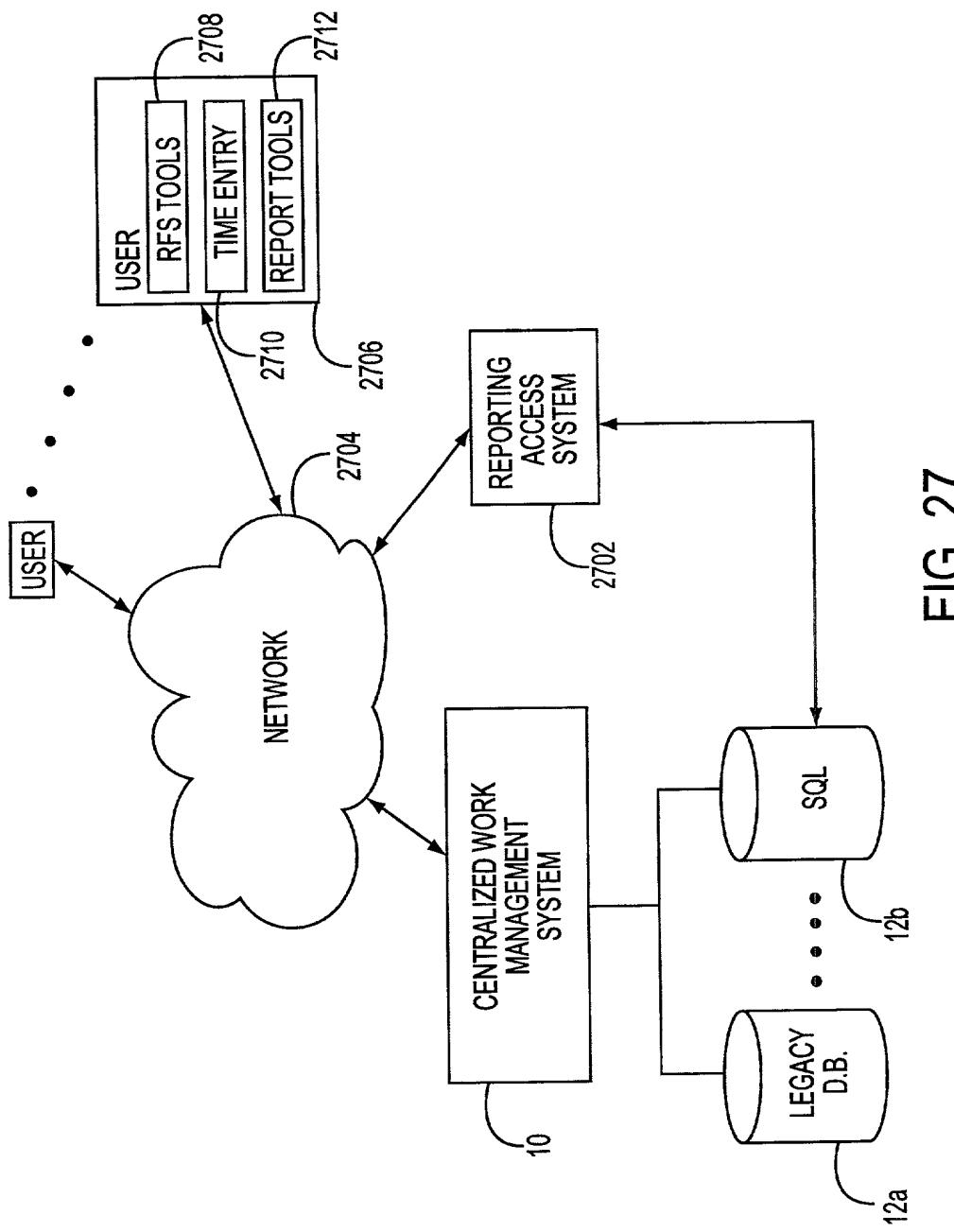


FIG. 27